



# Administrative Professionals Training Day

*Administrative Professional Training Day* is dedicated to the success of anyone who wishes to go from Good to Extraordinary in their position: Administrative Assistants, Office Managers, Executive Assistants, Secretaries, Receptionists, Front Desk Professionals and more.

This training day will be presented in 4 Modules:

## Module 1 – Owning Your Career

### And Why It Matters

- ★ Understand the importance of taking charge of your career destination
- ★ Identify the differences between a job and a career
- ★ Determine what needs to be done if you are in a job that was once a career
- ★ Recognize the three elements necessary for succeeding in your career
- ★ Develop an action plan for career success

## Module 2 – Assertiveness Skills

### Getting What You Need

- ★ Identify the different ways that people can relate to one another and the behaviors associated with each (Passive, Passive Aggressive, Aggressive, and Assertive)
- ★ Identify the link between self-esteem, competence, confidence, and assertiveness
- ★ Say 'No' and still sound like a team player
- ★ Outline the four step process for asking for what you need and getting it
- ★ Address behavior that is negatively impacting you, the team, or the organization (using a sound model for success)

### When:

April 22, 2015 - 9:00 AM – 4:00 PM

Doors open at 8:30 for sign in & registration

### Where:

130 South Elmwood – 4<sup>th</sup> Floor  
Buffalo, NY



## Module 3 – Communicating Like a Pro

### Speak it, Write it!

- ★ Identify the reasons for communicating
- ★ Identify your communication style and understand how to adapt to others' communication preferences
- ★ Identify the types of communication
- ★ Understand to communication cycle
- ★ Identify ways to improve communication skills

## Module 4 – Leading Yourself and Others

- ★ Understand how it is possible to lead without the title of Leader, Manager, or Supervisor
- ★ Recommend and get buy-in for changes
- ★ Plan how to support others through change
- ★ Plan how to become a 'Partner' vs. 'Worker'
- ★ Find ways to create a more value-added role
- ★ Develop a strategy for standing out from the crowd

**Early Bird before**

**March 22**

**\$99.00**

**Standard Rate \$125.00**

**CONTINENTAL BREAKFAST INCLUDED**

BY INTERNET: [www.buffalo.eventbrite.com](http://www.buffalo.eventbrite.com)

BY PHONE: 1-888-474-8534

BY EMAIL – [solutions@ldiworld.com](mailto:solutions@ldiworld.com)

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